

# How to resolve conflict in your firm – a CD-ROM program



It's inevitable that some form of conflict will arise in your firm from time to time. Unresolved conflict represents the largest reducible cost in many businesses, yet it remains largely unrecognised.

Don't underestimate the cost and loss of productivity as the result of conflict in your firm, as highlighted by the following alarming statistics:

- It is estimated that more than 65% of performance problems arise from strained relationships between employees.
- It costs as much as 150% of the annual salary to replace an employee.
- Recent studies have shown two-thirds of managers spend more than 10% of their time handling workplace conflict. The loss in just one manager's fees as a result of unresolved conflict could exceed \$35,000 a year.

If your firm is like many other accounting firms you will clearly recognise these main reasons for conflict:

- Partnership disputes or differences of opinion
- Performance issues with staff
- Personality or behavioural differences between staff
- Disputes between the firm and its client

This program is designed and essential for principals, partners, managers, accountants, administrative staff and any other team members involved in day to day communications. The program will:

- Address common causes of conflict.
- Show you how to address these causes before they start to have a significant effect on individual and team performance.
- Use real life examples directly related to the accounting team environment.
- Provide practical solutions to these issues.

The audio presentation runs for 100 minutes. A summary PowerPoint slide show and pdf is provided with the audio presentation and outlines the key messages discussed in the presentation.

This program is available for just \$275 including GST.

Contact us about the other training programs we provide to help firms service their clients more effectively

Ph 1300 883 789

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Take Control of Your Time – Create more time to grow your firm

Visit [www.bizaptitude.com.au](http://www.bizaptitude.com.au) for our comprehensive time management program designed specifically for accounting firm. Train your team in your own office using this unique CD-ROM based program.

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Our other CD-ROM based programs for accounting firms:

Principles of effective delegation

Using administrative staff to create more capacity

Effective task management

A proactive approach to workflow

Dealing with interruptions

Managing client expectations

Recognise and deal with procrastination

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For more information.  
[www.bizaptitude.com.au](http://www.bizaptitude.com.au)

# How to resolve conflict in your firm – a CD-ROM program



The program presenters, Tao de Haas and Dorothy Crosby, both have significant experience advising accounting firms on team and personal development issues.

Tao has a Masters degree in social ecology and specialises in emotional intelligence, communication and leadership training. He is a qualified and registered psychotherapist and has presented at numerous conferences and training programs run by the Institute of Chartered Accountants.

Dorothy is an experienced consultant who has worked directly with accounting firms over the past 10 years. Dorothy is truly a driver of effective change in accounting firms. She knows and understands the challenges and roadblocks accounting firms face in relation to team development and client management. Dorothy works directly with many small and large accounting firms to achieve lasting change.

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## Order Form for 'Conflict Resolution' CD-ROM Program

Fee : \$275 including GST

Simply complete this form and fax to 02-9904 8306  
or mail to Business Aptitude, PO Box 700 Chatswood NSW 2057.  
A receipt will be provided as confirmation of payment.

Name		Firm	
Postal address			
Email		Phone	

Credit Card No	
Exp Date	
Name on card	
Signature	

Contact Dorothy Crosby from Business Aptitude on 1300 883 789 for further information on this and other training courses for accountants.

Key topics discussed in this program include:

Recognise the early signals of conflict.

Acknowledge and act before the conflict gets out of control.

Uncover the core reasons for conflict.

Challenge attitudes and look at all perspectives.

Focus on achieving a positive outcome for all parties.

How to mediate to successfully to deal with conflict.

What to do if internal mediation fails.

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Feedback from other programs:

I'm very excited – this is exactly what we need and will be the best money I have spent.

Received many good ideas of how to improve my role as client manager. Not just theory.

Very good that it was addressed specifically to accountants.